REQUEST FOR PROPOSAL
INFORMATION TECHNOLOGY (IT) SUPPORT SERVICES
For the
TOWN OF DRACUT

The Town of Dracut, Massachusetts is accepting quotations for Information Technology (IT) Support Services for the Town's computer network (hardware, software and connectivity). Proposals are due in the Office of the Town Manager, 62 Arlington St., Dracut, MA 01826 by 2:00 PM, June 9, 2016 and should be clearly labeled Information Technology (IT) Support Services. The Town of Dracut reserves the right to reject or accept any proposal or to waive any irregularities in any proposal deemed to be in the best interest of the Town of Dracut.

James A. Duggan
Town Manager

I)   Summary

The Town of Dracut seeks a consulting firm for Information Technology (IT) Services. The Town will choose a firm to provide IT support services for its current and future computer based technologies. The nature of the service will be ongoing support and coordination of this system to ensure proper implementation of new technologies, general management and operation and maintenance/troubleshooting of the system. It is the general intent of the Town that the consultant will become the Town's adjunct IT staff, performing routine maintenance and updates to the system, as well as providing a needed resource for both end users of the system and management staff. It is imperative that the Town be afforded a direct contact for customer support services, a single account manager/technical person. The Town does not want to be included in a pool of technicians with no direct knowledge of our infrastructure/needs.

II)   General Overview

The Town is a full service organization. The consultant chosen will be expected to provide support services for all departments except the School Department. Excluding public safety the ultimate goal will be to operate all departments via the same domain servers located at Town Hall, affording outlying departments remote in access various applications and resources. This implementation would also provide the Town with a consolidated secure infrastructure while at the same time provide the tools departments need in an economically responsible manner.

The following is a breakdown of each buildings current configuration. Although this list is comprehensive it may not include all programs/needs of each building:

Town Hall
Network consists of numerous servers on primarily Dell hardware and peripherals, the current desktop system is Windows 8.1, with a migration to Windows 10 currently underway. Most, if not all departments are utilizing Microsoft Office Professional; Microsoft Outlook and some specific programs that suit their needs. Below are the specifics as it relates to our servers:

- Windows Server 2012 R2 Standard
- Hype-V virtual servers with replication servers
- Domain Controls – with DHCO,DNS
- Windows Server Backup for local VM disk backups
- Windows Remote Desktop Services for Remote App Deployment

The Town currently employ's Comcast for its internet access; has implemented a SonicWALL for internet security, has utilized Dell Network Switches and has also done extensive configuration for replication; back-up and firewalls.

III)   Scope of Work

A quotation for an hourly rate for services for updates and services on an as-needed basis. The successful contractor will be on-call to provide technical assistance and system administration to the Town. Although all departments could, on an emergency basis require 24/7 support services, the majority of interaction is expected to be during the typical workday. Town recognizes that because the majority of calls will be during regular business hours (M-F, 7:00 AM – 5:00 PM), it would be preferable, if applicable, to receive two separate hourly rates rather than one blended rate.

The contractor will strive to consolidate in order to produce savings by combining functions where possible. The contractor will be responsible for troubleshooting computer problems and maintaining the network and its peripherals to prepare for future needs and to prevent technical difficulties.   Specific responsibilities include, but are not limited to, the following:

- Provide general professional services on an as-needed basis primarily during normal business hours: M-F, 7:00 a.m. to 5:00 p.m. `. (Except during an emergency situation). Guarantee a 2-hour response time for emergency situations. If remote services are provided after 5:00 PM and before 7:00 AM, the lowest rate shall be paid.
- Troubleshoot and support the Town's Local Area Network.
- Troubleshoot (either remotely or on-site) hardware and software problems.
- Perform minor cabling work and maintain hardware/software inventory and license documentation.
- Perform the repairs and necessary maintenance of the entire network.
- Provide for system file back-up for network operations, which includes rebuilding the various databases in case of system malfunction.
- Monitor network security and usage and perform necessary system "housekeeping".
- Document information system processes and procedures and assist with network security.
- Assist users with operational problems.
- Perform general maintenance on all software packages.
- Coordinate problem-solving with software vendors, contact support hotlines to resolve problems.
- Install initial files, directories and security to accommodate department needs.
- Install hardware, software and peripherals.
- Provide recommendations on solutions to issues, including cost estimates for repairs and/or replacement items.
- Research, evaluate and advise management of enhancements/new releases of hardware and software technology.
- Set up new computer programs.

- Coordinate the hardware and software purchases and assist in budget preparation for the IT function.
- Provide assistance, as needed, as the Town maintains and updates its network infrastructure.
- Coordinate system back-up.

IV.   Submission of Proposals

Qualified consultants must submit six copies of their proposal no later than Thursday, June 9, 2016. Quotations must be submitted in an envelope labeled: Dracut IT Consultant Proposals. Proposals must be submitted to:

> Town of Dracut
> Town Manager
> 62 Arlington St.
> Dracut, MA 01826

Proposals shall contain the following information:

1.   Approach and Methodology – A description of how the consultant will complete the scope of work described in the RFP document.

2.   Work Plan and Availability – Details on approach to the support required, how staff will be assigned, etc.

3.   Profile – A profile of the consulting firm, including a description of business history, objectives and clients.

4.   Project Staffing – Identification of the qualifications and experience of key staff who will be directly involved in this project. Indicate specific software and hardware familiarity and knowledge level. This includes a pre-defined transition plan if staff is re-positioned during the term of the contract. As state above the Town is seeking a personal commitment from the successful bidder; it is imperative that the Town be afforded a direct contact for customer support services, a single account manager/technical person. The Town does not want to be included in a pool of technicians with no direct knowledge of our infrastructure/needs.

5.   Fees

- Provide hourly rate for all services to be provided.
- Indicate how transportation/travel expenses will be billed.

6.   References – Provide the names and contact persons of at least five client organizations where similar work has been provided as contained in this RFP.

7. Statement of Material Litigation – Provide a statement on whether or not the company is currently involved with any material litigation, arbitration or bankruptcy proceedings, or has been within the past three years directly or indirectly.

8. Compliance with General Terms and Conditions – As a point of information, the successful contractor will be required to meet the following conditions for a contract award: EEOC statement, Certificate of insurance for Liability and Workman's Compensation Insurance, and a Sexual Harassment Policy.

V. Review of Proposals

The proposals will be reviewed and the Town will negotiate a contract with the successful vendor for IT services. It is intended that a vendor be chosen and contract in place by September 1, 2016.

The Town of Dracut reserves the right to reject any and all proposals; waive formalities, technical requirements and/or deficiencies and irregularities; or solicit new proposals, if such actions are deemed reasonable and in the best interest of the Town of Dracut.

VI Contact Information

Questions concerning the RFP document may be directed to:

Ann Vandal, Assistant Town Manager/Finance Director
E-Mail: avandal@dracutma.gov
Phone: 978-454-8262

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The RFP packet is available by e-mailing a request to Ann Vandal, Assistant Town Manager/Finance Director at avandal@dracutma.gov or you can obtain it on the Town of Dracut Website www.dracutma.gov. We also have copies in the Treasurer's Office at Town Hall, 62 Arlington Street, Dracut, MA 01826.